



TORQ Analysis of Dispatchers, Except Police, Fire, and Ambulance to License Clerks




INPUT SECTION:

Transfer	Title	O* NET	Filters		
From Title:	Dispatchers, Except Police, Fire, and Ambulance	43-5032.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	License Clerks	43-4031.03	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

88



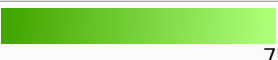





















Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	 92	Level	 92	Level	 79

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Written Comprehension	50	8	72	Active Listening	62	3	83	Customer and Personal Service	76	26	88
Written Expression	48	7	65	Reading Comprehension	64	3	80	Clerical	68	13	73
Near Vision	51	3	59								

LEVEL and IMPT (IMPORTANCE) refer to the Target License Clerks. GAP refers to level difference between Dispatchers, Except Police, Fire, and Ambulance and License Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Dispatchers, Except Police, Fire, and Ambulance	License Clerks	Importance
Oral Comprehension	53 	 51	 75
Oral Expression	59 	 53	 75
Written Comprehension	42 	 50	 72
Written Expression	41 	 48	 65
Speech Recognition	55 	 41	 62
Speech Clarity	50 	 44	 62
Near Vision	48 	 51	 59
Problem Sensitivity	50 	 42	 53



Deductive Reasoning	50		44		50	
Inductive Reasoning	44		42		50	
Information Ordering	53		44		50	
Selective Attention	42		39		50	
Skill Level Comparison - Abilities with importance scores over 69						
Description	Dispatchers, Except Police, Fire, and Ambulance		License Clerks		Importance	
Active Listening	59		62		83	
Reading Comprehension	61		64		80	
Speaking	60		56		76	
Knowledge Level Comparison - Knowledge with importance scores over 69						
Description	Dispatchers, Except Police, Fire, and Ambulance		License Clerks		Importance	
Customer and Personal Service	50		76		88	
Clerical	55		68		73	

Experience & Education Comparison						
Related Work Experience Comparison				Required Education Level Comparison		
Description	Dispatchers, Except Police, Fire, and Ambulance	License Clerks		Description	Dispatchers, Except Police, Fire, and Ambulance	License Clerks
10+ years	0%	0%				
8-10 years	0%	0%		Doctoral	0%	0%
6-8 years	0%	0%		Professional Degree	0%	0%
4-6 years	5%	0%		Post-Masters Cert	0%	0%
2-4 years	20%	24%		Master's Degree	0%	0%
1-2 years	31%	25%		Post-Bachelor Cert	0%	0%
6-12 months	10%	10%		Bachelors	0%	0%
3-6 months	0%	24%		AA or Equiv	0%	3%
1-3 months	0%	0%		Some College	21%	37%
0-1 month	28%	0%		Post-Secondary Certificate	0%	5%
None	3%	15%		High Scool Diploma or GED	64%	54%
				No HSD or GED	12%	0%
Dispatchers, Except Police, Fire, and Ambulance				License Clerks		
Most Common Educational/Training Requirement:						
Moderate-term on-the-job training				Short-term on-the-job training		
Job Zone Comparison						
2 - Job Zone Two: Some Preparation Needed				2 - Job Zone Two: Some Preparation Needed		



Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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Tasks

Dispatchers, Except Police, Fire, and Ambulance

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.

Specific Tasks

Occupation Specific Tasks:

- Advise personnel about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.
- Arrange for necessary repairs to restore service and schedules.
- Confer with customers or supervising personnel to address questions, problems, and requests for service or equipment.
- Determine types or amounts of equipment, vehicles, materials, or personnel required according to work orders or specifications.
- Ensure timely and efficient movement of trains according to train orders and schedules.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.

License Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Persons Outside Organization - Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.

Specific Tasks

Occupation Specific Tasks:

- Amend indictments when necessary, and endorse indictments with pertinent information.
- Answer inquiries from the general public regarding judicial procedures, court appearances, trial dates, adjournments, outstanding warrants, summonses, subpoenas, witness fees, and payment of fines.
- Collect court fees or fines, and record amounts collected.
- Conduct roll calls, and poll jurors.
- Direct support staff in handling of paperwork processed by clerks' offices.
- Examine legal documents submitted to



- Order supplies and equipment, and issue them to personnel.
- Oversee all communications within specifically assigned territories.
- Prepare daily work and run schedules.
- Receive or prepare work orders.
- Record and maintain files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Relay work orders, messages, and information to or from work crews, supervisors, and field inspectors using telephones or two-way radios.
- Schedule and dispatch workers, work crews, equipment, or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios or telephones.

Detailed Tasks

Detailed Work Activities:

- assign work to staff or employees
- communicate technical information
- compile numerical or statistical data
- coordinate equipment or personnel in mechanical repair setting
- determine specifications
- determine work priority, crew or equipment requirements
- direct and coordinate highway transportation activities
- direct human or vehicle traffic
- evaluate importance of incoming telephone calls
- expedite freight movement
- explain traffic or transportation situations concisely
- fill out business or government forms
- identify best itinerary based on knowledge of routes
- maintain records, reports, or files
- maintain telephone logs
- make decisions
- manage inventories or supplies
- monitor public transportation system operation
- order or purchase supplies, materials, or equipment
- oversee activities related to dispatching, routing, or tracking transportation vehicles
- prepare reports
- provide customer service in surface transportation
- read maps
- read work order, instructions, formulas, or processing charts

courts for adherence to laws or court procedures.

- Explain procedures or forms to parties in cases or to the general public.
- Follow procedures to secure courtrooms and exhibits such as money, drugs, and weapons.
- Instruct parties about timing of court appearances.
- Meet with judges, lawyers, parole officers, police, and social agency officials in order to coordinate the functions of the court.
- Open courts, calling them to order and announcing judges.
- Prepare and issue orders of the court, including probation orders, release documentation, sentencing information, and summonses.
- Prepare and mark all applicable court exhibits and evidence.
- Prepare courtrooms with paper, pens, water, easels, and electronic equipment, and ensure that recording equipment is working.
- Prepare dockets or calendars of cases to be called, using typewriters or computers.
- Prepare documents recording the outcomes of court proceedings.
- Read charges and related information to the court and, if necessary, record defendants' pleas.
- Record case dispositions, court orders, and arrangements made for payment of court fees.
- Record court proceedings, using recording equipment, or record minutes of court proceedings using stenotype machines or shorthand.
- Search files, and contact witnesses, attorneys, and litigants, in order to obtain information for the court.
- Swear in jury members, interpreters, witnesses and defendants.

Detailed Tasks

Detailed Work Activities:

- collect fees
- compile information for court cases
- compile itinerary of planned meetings or activities
- explain government rules or policies
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from witnesses, attorneys, or litigants
- relay information to proper officials
- take messages



- relay information to proper officials
- schedule activities, classes, or events
- schedule air or surface pickup, delivery, or distribution of product
- schedule employee work hours
- schedule facility or property maintenance
- take messages
- use computers to enter, access or retrieve data
- use local or regional geographical knowledge to transportation
- use telephone communication techniques
- use two-way radio or mobile phone

- transcribe spoken or written information
- use computer to transcribe testimony
- use computers to enter, access or retrieve data
- use interviewing procedures
- use shorthand writing procedures

Technology - Examples

Technology - Examples

Aviation ground support software

- Bornemann Associates Flight Plan
- Sabre software

Customer relationship management CRM software

- Command Alkon COMMANDconcrete
- Digital Gateway e-automate

Data base reporting software

- Locomotive distribution software

Data base user interface and query software

- Database software
- Sky Scheduler software

Electronic mail software

- Email software

Enterprise resource planning ERP software

- TMW PowerSuite

Expert system software

- Computer aided dispatching auto routing software
- Rail Traffic Track Warrant Control System

Internet browser software

- Web browser software

Map creation software

- ESRI ArcIMS
- Geomechanical design analysis GDA software

Mobile location based services software

- Air-Trak Cloudberry
- Global positioning system GPS software



- Mobile data terminal MDT equipment

- Resource management software

- Situation resource tracking software

- Transportation management software

Office suite software

- Microsoft Office

Route navigation software

- Routing software

Spreadsheet software

- Microsoft Excel

Word processing software

- Microsoft Word

Tools - Examples

- Call management systems CMS

- Desktop computers

- Voice over internet protocol VoIP systems

- Dispatch servers

- Personal computers

- Switch controls

- Centralized traffic control units

- Multi-line telephone systems

- Teletypewriters TTY

- Touch screen monitors

- Mobile radios

- Job dispatch and vehicle tracking systems

Labor Market Comparison

Description	Dispatchers, Except Police, Fire, and Ambulance	License Clerks	Difference
Median Wage	\$ 31,480	\$ 27,650	\$ (3,830)
10th Percentile Wage	\$ 22,760	\$ 19,340	\$ (3,420)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 39,050	\$ 32,310	\$ (6,740)
90th Percentile Wage	\$ 51,640	\$ 37,730	\$ (13,910)



Mean Wage	\$ 34,430	\$ 27,780	\$(6,650)
Total Employment - 2007	870	1,190	320
Employment Base - 2006	798	1,198	400
Projected Employment - 2016	789	1,302	513
Projected Job Growth - 2006-2016	-1.1 %	8.7 %	9.8 %
Projected Annual Openings - 2006-2016	20	37	17

National Job Posting Trends

Trend for Dispatchers, Except Police, Fire, and Ambulance

Trend for
License
Clerks

Job Trends from Indeed.com

— Dispatcher — License Clerk

Data from [Indeed](http://Indeed.com)

Recommended Programs

Executive Assistant/Secretary

Executive Assistant/Executive Secretary. A program that prepares individuals to perform the duties of special assistants and/or personal secretaries for business executives and top management. Includes instruction in business communications, principles of business law, public relations, scheduling and travel management, secretarial accounting, filing systems and records management, conference and meeting recording, report preparation, office equipment and procedures, office supervisory skills, and professional standards and legal requirements.

Institution	Address	City	URL
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

General Office/Clerical and Typing Services



General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Dispatchers, Except Police, Fire, and Ambulance

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5032.00	Dispatchers, Except Police, Fire, and Ambulance	100	2	870	\$31,480.00	\$0.00	-1%	20
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	\$38,830.00	\$7,350.00	6%	76
43-5011.00	Cargo and Freight Agents	88	2	170	\$40,360.00	\$8,880.00	5%	5
43-3061.00	Procurement Clerks	87	3	0	\$33,300.00	\$1,820.00	-2%	5
11-3071.01	Transportation Managers	85	3	710	\$62,270.00	\$30,790.00	5%	25
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	84	3	920	\$45,210.00	\$13,730.00	-2%	21
43-9011.00	Computer Operators	84	3	230	\$33,120.00	\$1,640.00	-30%	4
13-1071.01	Employment Interviewers	84	3	610	\$41,200.00	\$9,720.00	10%	19
43-4011.00	Brokerage Clerks	83	3	270	\$39,120.00	\$7,640.00	-13%	8
43-6012.00	Legal Secretaries	83	3	1,300	\$33,360.00	\$1,880.00	5%	29
43-5051.00	Postal Service Clerks	83	2	580	\$44,780.00	\$13,300.00	-3%	13
13-1031.01	Claims Examiners, Property and Casualty Insurance	83	3	1,570	\$49,360.00	\$17,880.00	3%	44
43-5061.00	Production, Planning, and Expediting Clerks	83	2	1,320	\$38,490.00	\$7,010.00	-1%	35
11-9131.00	Postmasters and Mail Superintendents	82	3	420	\$55,200.00	\$23,720.00	-5%	10
13-2053.00	Insurance Underwriters	82	3	460	\$56,090.00	\$24,610.00	-1%	12

**Top Industries for License Clerks**

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	66.94%	76,699	86,162	12.34%
State government, excluding education and hospitals	929200	27.45%	31,454	30,865	-1.87%
Self-employed workers, primary job	000601	2.57%	2,948	3,140	6.54%
Other support services	561900	1.93%	2,214	3,032	36.99%
Self-employed workers, secondary job	000602	0.10%	116	116	-0.45%

Top Industries for Dispatchers, Except Police, Fire, and Ambulance

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
General freight trucking	484100	14.30%	27,194	27,683	1.80%
Local government, excluding education and hospitals	939300	5.95%	11,323	11,448	1.10%
Specialized freight trucking	484200	4.76%	9,061	9,185	1.37%
Taxi and limousine service	485300	4.49%	8,533	8,564	0.36%
Plumbing, heating, and air-conditioning contractors	238220	3.76%	7,144	7,261	1.63%
Freight transportation arrangement	488500	3.31%	6,306	7,194	14.08%
Security systems services	561620	2.81%	5,339	6,453	20.87%
Support activities for road transportation	488400	2.69%	5,124	5,071	-1.04%
Couriers	492100	2.68%	5,093	4,925	-3.29%
Cement and concrete product manufacturing	327300	2.53%	4,816	4,705	-2.31%
Automobile dealers	441100	1.98%	3,771	3,850	2.10%
Cable and other program distribution	517500	1.89%	3,588	4,373	21.89%
Management of companies and enterprises	551100	1.87%	3,559	3,692	3.75%
Electrical contractors	238210	1.73%	3,293	3,107	-5.63%
Rail transportation	482100	1.58%	3,002	2,325	-22.54%